

IN THE CLAIMS

For the convenience of the Examiner, all pending claims of the present Application are shown below whether or not an amendment has been made.

1. **(Currently Amended)** A method for maintaining Voice Over Internet Protocol (VoIP) custom services, comprising:

homing a terminal unit to a call manager;

providing telephone services to the terminal unit through the call manager;

providing **the terminal unit with** a first pointer, the first pointer directing the terminal unit to access **a menu of web-based services available to the terminal unit on** a first Internet server **associated with the call manager;**

the menu of web-based services including links to content servers operable to provide web-based services to the terminal unit;

providing **the terminal unit with** a backup pointer, the backup pointer directing the terminal unit to access **the menu of web-based services available to the terminal unit on** a corresponding backup Internet server;

accessing the first Internet server **through the first pointer;** and

upon system failure, automatically accessing the backup Internet server **through the backup pointer.**

2. **(Original)** The method of Claim 1, wherein the pointers comprise uniform resource locators (URLs).

3. **(Original)** The method of Claim 1, wherein the system failure comprises a first Internet server time-out error.

4. **(Currently amended)** The method of Claim 1, wherein ~~a first call~~ **the call** manager is configured to operate the first Internet server; and

the system failure comprises a ~~first call manager~~ failure **of the call manager.**

5. **(Original)** The method of Claim 4, further comprising pushing the backup pointer to the terminal unit upon the system failure.

6. **(Original)** The method of Claim 4, wherein a backup call manager is configured to operate a corresponding backup Internet server, further comprising, upon system failure, automatically rehomeing to the backup call manager.

7. **(Original)** The method of Claim 6, further comprising providing a plurality of backup pointers, each backup pointer directing the terminal unit to access a corresponding backup Internet server.

8. **(Original)** The method of Claim 7, further comprising automatically accessing a backup call manager upon the system failure.

9. **(Original)** The method of Claim 4, further comprising sending periodic keep-alive messages between the terminal unit and the first call manager.

10. **(Original)** The method of Claim 9, wherein the system failure comprises a keep-alive failure.

11. **(Original)** The method of Claim 9, wherein the keep-alive messages include the backup pointer.

12. **(Currently Amended)** A system for maintaining VoIP custom services, comprising:

a means for homing a terminal unit to a call manager;

a means for providing telephone services to the terminal unit through the call manager;

a means for providing the terminal unit with a first pointer, the first pointer directing a ~~the~~ terminal unit to access a menu of web-based services available to the terminal unit on a first Internet server associated with the call manager;

the menu of web-based services including links to content servers operable to provide web-based services to the terminal unit;

a means for providing the terminal unit with a backup pointer, the backup pointer directing the terminal unit to access the menu of web-based services available to the terminal unit on a corresponding backup Internet server;

a means for accessing the first Internet server through the first pointer; and

upon system failure, a means for automatically accessing the backup Internet server through the backup pointer.

13. **(Original)** The system of Claim 12, wherein the pointers comprise uniform resource locators (URLs).

14. **(Original)** The system of Claim 12, wherein the system failure comprises a first Internet server time-out error.

15. **(Currently Amended)** The system of Claim 12, wherein ~~a first call~~ the call manager is configured to operate the first Internet server; and
the system failure comprises a ~~first call manager~~ failure of the call manager.

16. **(Original)** The system of Claim 15, further comprising a means for pushing the backup pointer to the terminal unit upon the system failure.

17. **(Original)** The system of Claim 15, wherein a backup call manager is configured to operate a corresponding backup Internet server, further comprising, a means for automatically rehomming to the backup call manager upon system failure.

18. **(Original)** The system of Claim 17, further comprising a means for providing a plurality of backup pointers, each directing the terminal unit to access a corresponding backup Internet server.

19. **(Original)** The system of Claim 18, further comprising a means for automatically accessing a backup call manager upon the system failure.

20. **(Original)** The system of Claim 15, further comprising a means for sending periodic keep-alive messages between the terminal unit and the first call manager.

21. **(Original)** The system of Claim 20, wherein the system failure comprises a keep-alive failure.

22. **(Original)** The system of Claim 20, wherein the keep-alive messages include a backup pointer.

23. **(Currently Amended)** A system, comprising:
logic embedded on a computer-readable medium; and
the logic operable to home a terminal unit to a call manager; provide telephone services to the terminal unit through the call manager; provide the terminal unit with a first pointer, the first pointer directing a terminal unit to access a menu of web-based services available to the terminal unit on a first Internet server associated with the call manager; the menu of web-based services including links to content servers operable to provide web-based services to the terminal unit; provide the terminal unit with a backup pointers pointer, the backup pointer directing the terminal unit to access the menu of web-based services available to the terminal unit on a corresponding backup Internet server; access the first Internet server through the first pointer; and upon system failure, automatically access the backup Internet server through the backup pointer.

24. **(Original)** The system of Claim 23, wherein the pointers comprise uniform resource locators (URLs).

25. **(Original)** The system of Claim 23, wherein the system failure comprises a first Internet server time-out error.

26. **(Currently Amended)** The system of Claim 23, wherein ~~a first call~~ the call manager is configured to operate the first Internet server; and
the system failure comprises a ~~first call manager failure~~ of the call manager.

27. **(Original)** The system of Claim 26, the logic further operable to push the backup pointer to the terminal unit upon the system failure.

28. **(Original)** The system of Claim 26, wherein a backup call manager is configured to operate a corresponding backup Internet server, the logic further operable to automatically rehome to the backup call manager upon system failure.

29. **(Original)** The system of Claim 28, the logic further operable to provide a plurality of backup pointers, each directing the terminal unit to access a corresponding backup Internet server.

30. **(Original)** The system of Claim 29, the logic further operable to automatically access a backup call manager upon the system failure.

31. **(Original)** The system of Claim 26, the logic further operable to send periodic keep-alive messages between the terminal unit and the first call manager.

32. **(Original)** The system of Claim 31, wherein the system failure comprises a keep-alive failure.

33. **(Original)** The system of Claim 31, wherein the keep-alive messages include the backup pointer.

34. **(Currently Amended)** A method for maintaining VoIP custom services, comprising:

providing a plurality of call managers, each including an Internet server for providing **a menu of web-based** services for a number of telephony devices;

providing telephone services to the telephony devices through the plurality of call managers;

the menu of web-based services including links to content servers operable to provide web-based services to the telephony devices;

monitoring resource usage by the telephony devices of the Internet servers;

detecting a load imbalance between the Internet servers; and

directing a terminal unit of a subset of telephony devices to shift from an overloaded Internet server to an underloaded Internet server in response to at least the load imbalance.

35. **(Currently Amended)** The method of Claim 34, wherein the terminal units are directed by changing ~~the sequence~~ **a sequence** of pointers in a list of pointers.

36. **(New)** The method of Claim 1, wherein the web-based services comprise at least one of the following: conference call scheduling and hosting, quoting stock prices, creating and updating calendar entries, and enabling extension mobility.